**TAHA BIYIK**

**7024 Ketchum Drive, Colorado Springs, CO 80911**

**540-760-9363**

Tbiyik@student.cccs.edu

**SUMMARY**

BUSINESS PROFESSIONAL with over 2 years of progressive experience providing analysis, strategic planning, program development; Expertise in IT support and customer service; Solid record of managing analytical studies, problem solving, research and liaison skills. Recognized for outstanding communication and sense of humor; Leader who inspires, motivates and mentors and challenges; Fluent in Turkish.

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**PROFESSIONAL EXPERIENCE**

*-***Web Developer, Pikes Peak Community College**

**Colorado Springs, CO**

My objective on the web-team required me to write a program in PHP that created an ease of editing for the users/faculty, while using the Chapters webpage, which is a gamification of the Ethics course offered at PPCC.

*Accomplishments*

* Gained tremendous experience writing programs in PHP.
* Built up a few relationships with the Philosophy professors that use the webpage.
* Met customers’ design needs by effectively listening and communicating.
* Established long lasting partnerships with software developers and engineers.

**-ITSS, Jr-Tech, Pikes Peak Community College**

**Colorado Springs, CO**

Responsible for keeping track of tickets, assisting setting up customer computers, peripherals, RAM, software, cable management, password assistance via phone, customer service, and providing solutions.

*Accomplishments*

* Assisted staff/faculty re-arrange and organize computer space, installed software/hardware, imaged computers, setup printer networks.
* Ensured precise solutions over the phone to customers.
* Compensating for employee shortage by using comprehensive skills such as multitasking via web and phone, to provide solutions
* Provided exellent customer service over the phone and in person until the problem was fully resolved.

**Education:**

**-Pikes Peak Community College**

BS- Physics — 2018-Present

**Key Skills:**

* Expert level Microsoft Excel Spreadsheet Skill
* Expert level Microsoft Access and Outlook Skill
* Able to type 45 WPM
* Expert level with DAW Software
* Excellent verbal and written communication skills
* Efficient Git and Git Bash skills
* Efficiency in HTML, CSS, JS, MySQL, C++, Python - programming languages

**Past projects:**

**Repositories available upon request.**

**References:**

**Adam Dow-Supervisor ITSS**

**Mustafa Akcadogan- Head of ITSS**

**Mehalingam Senthil- Software Developer/Project Manager at PPCC**

**Fabrizio Labate**